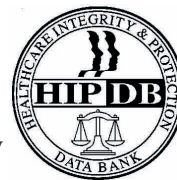




# National Practitioner Data Bank Healthcare Integrity and Protection Data Bank

P.O. Box 10832, Chantilly, Virginia 20153-0832 • www.npdb-hipdb.hrsa.gov



## FACT SHEET ON UPDATING PROFILE INFORMATION THROUGH THE IQRS

### Internet Querying and Reporting

Registered entities with active querying and reporting privileges and authorized agents on behalf of registered entities use the Integrated Querying and Reporting Service (IQRS) to query and/or report to the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB). The IQRS is an electronic, Web-based system that represents part of an ongoing effort to improve the efficiency and responsiveness of the NPDB-HIPDB.

### Updating Profile Information Through the IQRS

In addition to querying and reporting through the IQRS, entities must use the IQRS to update their entity profile information. When entity administrators update the following information on-line, the change is made immediately: Department Name, Street Address, E-mail Address, Department Fax Number, Taxpayer Identification Number (TIN), and Point of Contact for Reports. When updating the following information, a form must be printed, signed, and mailed to the Data Banks before the change can be processed: Name of Entity, National Crime Information Center Originating Agency Identifier (ORI) Number, Ownership of Entity, Eligibility/Statutory Authority, Primary Function of Entity, and Query Options. Additionally, entities must use the IQRS to authorize, modify and delete information pertaining to authorized agent(s) on file for their entity, and to authorize and modify Electronic Funds Transfer (EFT) account information.

Authorized agent administrators must update the following information on-line through the IQRS: Agent Organization Name, Department Name, Street Address, E-mail Address, Department Fax Numbers, and Taxpayer Identification Number (TIN). In addition to updating profile information, authorized agents may use the Data Bank Correspondence feature to electronically accept or decline an Agent Designation Request sent by an entity requesting an agent to query and/or report to the Data Bank(s) on its behalf.

For information on how to use the IQRS to update particular fields or access information, see the How to Update Profile Information sections in this fact sheet.

### Logging into the IQRS

In order to update profile information on file for your entity or agent, you must log into the IQRS. The IQRS *Login* screen has three fields that must be completed to access the IQRS.

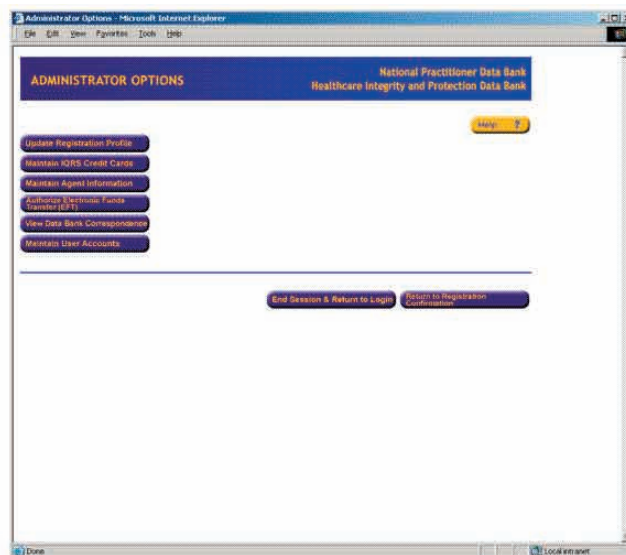


Figure 1. Administrator Options Screen (Entity View)

Enter your Data Bank Identification Number (DBID), User ID, and User Password into the corresponding fields. The login information is case sensitive. Click **Login** when you have completed the fields.

### Entities - How to Update Profile Information

After logging into the IQRS, an entity administrator clicks **Administrator Options** on the *Entity Registration Confirmation* screen. From the *Administrator Options* screen (Figure 1), the entity has six options:

- Click **Update Registration Profile** to access the *Update Entity Profile* screen, where your entity may update its information. Some information can be automatically updated on-line; other types of information require that an original signature be received by the Data Banks before the change can go into effect. The Updating Profile Information Through The IQRS section in this fact sheet specifies which information updates require that a signed form be received by the Data Banks before the change can be processed.
- Click **Maintain IQRS Credit Cards** to save new credit card information for future query payments, modify or delete existing credit card information, and to assign and unassign users to specific stored credit cards for query payments.
- Click **Maintain Agent Information** to access the *Agent Information* screen, where your entity may create, update, and deactivate an authorized agent relationship on-line.

- Click **Authorize Electronic Funds Transfer (EFT)** to specify a checking or savings account from which query fees may be debited on-line. After an EFT account is established (by clicking **Authorize Electronic Funds Transfer (EFT)** on the *Administrator Options* screen and following the on-screen instructions), the administrator can view and update EFT account information on-line, by clicking **Authorize Electronic Funds Transfer (EFT)** on the *Administrator Options* screen. Then select **Modify EFT Account** on the *EFT Options* screen.
- Click **View Data Bank Correspondence** to view the status of a previously submitted Agent Designation Request. This screen also enables entity users to view text messages sent by the Data Banks (e.g., the current NPDB-HIPDB Newsletter, times when the IQRS will be unavailable). Once correspondence has been viewed, it will stay available to view for 30 days before it is automatically deleted.
- Click **Maintain User Accounts** to access the *Maintain User Account* screen, where the entity's administrator can add a new user account, edit information on an existing user account, or delete a user account.
- Click **Update Registration Profile** to update Agent Organization Name, Department Name, Street Address, E-mail Address, Department Fax Number, and Taxpayer Identification Number (TIN).
- Click **Maintain IQRS Credit Cards** to save new credit card information for future query payments and modify or delete existing credit card information.
- Click **Authorize Electronic Funds Transfer (EFT)** to specify a checking or savings account from which query fees may be debited on-line. After an EFT account is established, the administrator can view and update EFT account information on-line, by clicking **Authorize Electronic Funds Transfer (EFT)** on the *Administrator Options* screen. Then select **Modify EFT Account** on the *EFT Options* screen.
- Click **View Data Bank Correspondence** to electronically accept or decline an Agent Designation Request sent by an entity requesting your agent to query and/or report to the Data Bank(s) on its behalf. Additionally, this screen enables authorized agent users to view text messages sent by the Data Banks (e.g., the current NPDB-HIPDB Newsletter, times when the IQRS will be unavailable).
- Click **Maintain User Accounts** to access the *Maintain User Account* screen, where the agent's administrator can add a new user account, edit information on an existing user account, or delete a user account.

#### Authorized Agents - How to Update Profile Information

After logging into the IQRS, an agent administrator clicks **Administrator Options** on the *Agent Registration* screen. From the *Administrator Options* screen (Figure 2), the agent has five options:

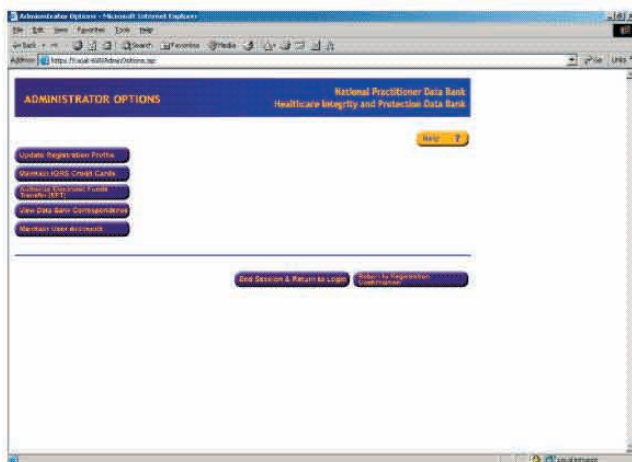


Figure 2. Administrator Options Screen (Agent View)

#### NPDB-HIPDB Assistance

For additional information, visit the NPDB-HIPDB Web site at [www.npdb-hipdb.hrsa.gov](http://www.npdb-hipdb.hrsa.gov). If you need assistance, contact the NPDB-HIPDB Customer Service Center by e-mail at [npdb-hipdb@sra.com](mailto:npdb-hipdb@sra.com) or by phone at 1-800-767-6732 (TDD 703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB-HIPDB Customer Service Center is closed on all Federal holidays.